

Response Line 510 - Voice
Molalla Telephone Company dba Molalla Communications
Molalla Oregon

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) MOLALLA TELEPHONE DBA MOLALLA COMMUNICATIONS ("MOLALLA COMMUNICATIONS COMPANY") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. MOLALLA COMMUNICATIONS provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. MOLALLA COMMUNICATIONS also conducts subscriber outreach regarding CPNI by periodically placing CPNI explanation messages onto its website informing subscribers on CPNI rules and regulations as well as annual bill inserts and the local phone directory annually. In addition MOLALLA COMMUNICATIONS trains staff on Red Flag issues on an annual basis as well as trains any new employees. All MOLALLA COMMUNICATIONS employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

MOLALLA COMMUNICATIONS also outlines its rates, terms, and conditions under which MOLALLA COMMUNICATIONS offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. MOLALLA COMMUNICATIONS keeps its tariffs available for public inspection at its business offices.